



## Technical Assistance Exchange Newsletter August 3, 2011

A Weekly Update for Aging & Disability Resource Centers, Community Living Programs, Alzheimer's Disease Supportive Services Programs, and their Partners

Contact us with questions about this newsletter: [adrc-tae@lewin.com](mailto:adrc-tae@lewin.com) or 703.269.5574

Please visit the [ADRC-TAE website](#) for a text version of this newsletter.

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### Resource Reminders

*This column highlights ADRC-TAE resources that you may have forgotten about:*

This Issue Brief on [The Role of ADRCs in Transportation Coordination Efforts](#) can help ADRCs identify relevant resources and stakeholders to assist with the provision of transportation coordination services to consumers. It also demonstrates how ADRCs can connect with existing transportation coalitions in their communities to pursue broader changes in the transportation system.

### Contact Us!

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[adrc-tae@lewin.com](mailto:adrc-tae@lewin.com)

### National Legal Resource Center Survey of Aging Service Professionals

The National Legal Resource Center (NLRC) launched the [NLRC Aging Services Professional Survey](#) to determine what resources, programs, services, and training the center can provide to aging service professionals to help older Americans. NLRC provides in-depth substantive legal information and expertise, case consultation, technical support on legal service development, and senior legal hotlines and training on issues in law and aging to attorneys, advocates, and professionals in the fields of law and aging. Survey data will be collected through August 31, 2011 and the information collected will shape the efforts of the NLRC in the coming year. For more information about the programs and services of NLRC, visit the [NLRC Website](#).

### Discussion Forum Update

A number of new discussion topics have been posted in the [Discussion Forums](#) on the ADRC-TAE website. The discussion forums exist to facilitate active, informal, peer exchange. Consider using the forums to seek or offer help, advice, and input, or to extend discussion after a webinar. Take a few minutes to browse through the recent topics, such as:

- [Charging for listing fees](#)
- [Number of participants per options counselor](#)
- [Options counseling case closure](#)

Add your input to these discussions or start your own new discussion topic to share ideas or solicit feedback.

For those who prefer, there is an option to post anonymously.

### Highlighting Grantee Resources and

## Materials: New Hampshire

*This column highlights interesting and useful resources and materials that states create and would like to share with other grantees. The following resources are from New Hampshire.*



### Long Term Support Counselors Orientation Program

The New Hampshire Bureau of Elder and Adult Services created an [Orientation Manual](#) for long term support counselors that included the following three modules:

(1) [Introduction to Long-Term Care Support Counseling Training](#), which provides long term support counselors with information about the ServiceLink Resource Center and their role and stimulates analysis of the information; (2) [Person Centered Communication Training](#) which places long term support counseling in a theoretical context of person centered relationship oriented care as a framework for effective communication across the care network; and (3) [Ethics Training](#), an introduction to professional values and ethics as a foundation for person-centered relationship oriented approach to long term support counseling.



### Long Term Support Counseling Communications and Active Listening Training Materials

This [Communication Training Handout](#) explains communication techniques such as paraphrasing, clarifying, summarizing, and empathizing. The [Adapting Communication Skills Handout](#) focuses on adapting communication for various population groups. Sessions also cover [Active Listening](#), which focuses on what the other person is saying, verbally and non-verbally, and confirms understanding of the content and the emotions and feelings underlying the message to ensure that understanding is accurate.



### Long Term Support Counseling Role Play Activity

These [Role Playing Exercises](#) include three simulations with questions for consideration and discussion.



### Reflective Practice Training

This [Reflective Practice Training](#) places long term support counseling in a theoretical context of person centered relationship oriented care as a framework for effective communication across the network of care.



### Home and Community Living Guide

This [Home and Community Living Guide](#) can help individuals start an inventory of things they value most, and give them a chance to reflect on their strengths and abilities. By putting these ideas on paper, and reviewing them with family, friends and caregivers, individuals can help their loved ones carry out their plans, if they are not able to do so themselves.

## Upcoming Events

### 1) Symposium: AH912 Ensuring Safe, Healthy Homes and Communities for Seniors

This symposium will feature insights of thought-leaders and expert practitioners, and will offer specific information on how housing and services programs can increase economic security and improve quality of life for lower-income seniors. Join colleagues, peers and partners for thought-provoking and practical solutions for engaging seniors as essential leaders and participants in building your community, as well as issues and opportunities for seniors as homeowners and renters.

- **Wednesday, August 10, 2011**
- Hyatt Regency Atlanta
- [View the Symposium Agenda](#)
- [Register for the AH912 Symposium](#)

### 2) Open Door Forum: Skilled Nursing Facility/Long-Term Care

This [Open Door Forum on Skilled Nursing Facilities \(SNFs\) and Long-Term Care \(LTC\)](#) is part of the [CMS Open Door Forum Series](#) which addresses the concerns and issues of Medicare SNFs, Medicaid nursing facilities (NFs), and the nursing home industry.

- **Thursday, August 11, 2011, 2:00 PM EDT**
- Call-in number: 800-837-1935; Passcode: 68644999
- TTY services available by dialing dial 711 or 1-800-855-2880

### 3) ADRC-TAE Webinar: ADRC Cost Calculator Overview

Join this ADRC-TAE webinar to learn more about what the [ADRC Cost Calculator](#) is and how to use it.

- **Thursday, August 11, 2011, 2:30 PM EDT**
- [Register for the Cost Calculator Overview Webinar](#)

## TAE Website Tip of the Week:

You can follow the latest about ADRCs on Twitter! To sign up for alerts, visit the [ADRC-TAE Twitter Page](#).

Contact us anytime at [adrc-tae@lewin.com](mailto:adrc-tae@lewin.com) for website support.